



Government of the District of Columbia
Department of For-Hire Vehicles

Update on Department of For-Hire Vehicles Operating Status during COVID-19 Emergency

What is our operating status?

DFHV remains operational; however, DFHV staff are teleworking through the duration of the health emergency. Client Services is available to respond remotely Monday – Friday, 8:30 am to 4:30 pm. Call (202) 645-7300 or email dfhv.clientservices@dc.gov.

How does this impact what we do?

- TransportDC will continue to operate but with a modification — DFHV has added grocery stores to the list of available locations. Beginning April 16, rides include those for grocery store visits as well as employment and medical services. This modification will remain in effect throughout the public health emergency.
- Sr Med Express, Non-Emergency Medical Transportation (NEMT), and VetsRide will maintain normal operations.
- Taxi-2-Rail (T2R) will operate citywide to and from essential businesses with no geographic restrictions or caps on the number of rides.
- DC Neighborhood Connect is repurposed for the exclusive use by healthcare workers during the evening hours at Howard University Hospital and United Medical Center.
- Education First and Union Station Fast Pass are suspended.

How does this impact our physical locations?

- The Client Services Department is available remotely Monday – Friday 8:30 am – 4:30 pm by calling (202) 645-7300 or by email at dfhv.clientservices@dc.gov.

What else are we offering to meet your needs?

- Vehicles Inspection Officers will have gloves, masks, hand sanitizer and cleaning wipes (as recommended for use by the Centers for Disease Control and Prevention) in all officer vehicles available for drivers to use. Vehicle Inspection Officers return to the office on June 1, 2020.

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Only a limited number of employees are on-duty to monitor for-hire vehicle operators as part of Vehicle Inspection Officers shifts. Otherwise, staff is on telework. In addition, all staff have been advised to take precautions to keep themselves healthy and limit the spread of infections — like regularly washing and sanitizing their hands, wearing masks, and cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-645-7300 or DFHV@dc.gov. For more information, please visit coronavirus.dc.gov.